

# ITS - Information Technology Services

The newly formed USDA-OCIO Information Technology Services (ITS) provides information technology infrastructure support for the national, state and local program delivery aspects of the Farm Service Agency, Natural Resources Conservation Service and Rural Development, as well as additional agency related partners. Our organizational unit covers the states of Idaho and Oregon.

We are a customer-driven service provider that listens and responds to the needs and requirements of our customers. The primary mission of our organization is providing outstanding customer service, while ensuring delivery of cost efficient, highly effective technical solutions that meet the business needs of the agencies for which support is provided.

## WE DO IT

by assisting with services such as:

Hardware/Software Support & Systems Administration	Data Management/Security	Physical Facilities & Telecommunications
<ul style="list-style-type: none"><li>Needs assessments</li><li>Inventory/license maintenance</li><li>Installations, upgrades</li><li>Repairs, replacements</li><li>Troubleshooting</li><li>Compatibility Assessments</li><li>Anti-Virus Maintenance</li><li>System access/user management</li></ul>	<ul style="list-style-type: none"><li>Data backup and restoration</li><li>Data/user policy management</li><li>Physical security</li><li>Domain accounts/passwords</li><li>Security reviews</li><li>Virus protection/containment</li><li>Disaster recovery</li><li>Continuity of Operations Planning</li></ul>	<ul style="list-style-type: none"><li>Office moves, renovations, closures</li><li>Temporary facility planning</li><li>Phone system assistance</li><li>Telecommunications</li></ul>

## Only a phone call or an email away

Request the services you need, when you need them. We ***are*** just a click away.

### Information Technology Services Idaho-Oregon Team

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Interim Team MGR.